

CLAIMS

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SUB A
I claim:

1. A computerized method for presenting, searching, selecting and maintaining funeral arrangement information contained in a database provided by a funeral products distributor, the method comprising the steps of:

presenting an electronic selection guide page for funeral arrangements, which lists a plurality of selectable user actions;

displaying an electronic response page in response to selection of one of said plurality of user actions; said electronic response page providing information on available funeral services and products and enabling a selection of said available funeral services and products;

compiling from a database a summary list of desired funeral arrangements in response to another selected user action; and providing said summary list.

2. The method according to claim 1 further comprising the steps of:

customizing funeral service information contained in said database by:

presenting said electronic selection guide page for funeral arrangements;

displaying a current services page in response to a selected user action for services from said electronic selection guide page and populating said current services page with existing funeral service information in said database;

customizing service information as it should appear to a user; and

updating said database with said customized funeral service information.

3. The method according to claim 1 further comprising the steps of:

customizing funeral product information contained in said database by:

presenting said electronic selection guide page for funeral arrangements;

displaying a funeral products information page in response to selected user action for products from said electronic selection guide page and populating said funeral products page with existing funeral products information in said database;

- 5 flagging which of said products information from said database to display on a user funeral products page;
- customizing product information as it should appear to a user on said user funeral products page; and
- updating said database with said customized funeral product information.

- 10 4. The method according to claim 1 further comprising the steps of:
- updating said database provided by said distributor by:
- presenting a selectable options page for funeral arrangements;
- downloading from a database server of said distributor a products information update in response to a user selection from said selectable options page
- 15 regarding inventory update; and
- updating said database with said products information update.

5. A method according to claim 1 further comprising the steps of:
- ordering from said distributor by:
- 20 forwarding a products list generated from said summary list to a database server of said distributor for processing delivery of products in response to a user action for ordering said products after providing of said summary list.

6. A method according to claim 1 wherein the step of providing said summary list
- 25 includes the step of displaying said summary list with a further user selectable option of printing said summary list.

7. A method according to claim 1 wherein the step of presenting an electronic selection guide page includes the step of navigating to a selection room page, a services page, a
- 30 products page, a customers page, a cash advance page, a setup page, a shipping

addresses page, an order/update page, an inventory update page, a casket price list page, a urn price list page, and a service price list page in response to user's actions.

8. The method according to claim 1 further comprising of the step of:

5 displaying a multimedia presentation corresponding to user action for information each time said user action for information is selected.

9. The method of according to claim 8 wherein the step of displaying a multimedia presentation includes the step of showing a video clip, displaying text, and playing a
10 sound file.

10. The method according to claim 5, further comprising of the step of:

compiling and sending an e-mail message from said server database of said distributor to said database, said e-mail message containing confirmation of said
15 products ordered and expected delivery dates.

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20 A funeral arrangement planning system comprising:

a computer having a memory device storing information related to funeral products and service, and a display terminal for displaying information related to funeral services and products, said computer running a funeral planning application that guides a user through the planning of a funeral and, when necessary, can access data stored in said memory device and store data to said memory device;

an input device for entering information in said memory device and for selecting visual objects display on the display terminal; and,

25 a communication device for connecting to a remote server database of a distributor of funeral products to update said data stored in said memory device and to provided funeral arrangement data to said server database.

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A217